



# Driver safety guide



Winter  
means  
business



Mercedes-Benz  
Vans. Born to run.



# Winter. Bring it on.

## **Because your business can't afford to stop over winter, neither can you.**

Making sure your vans and drivers are ready for anything the season throws at them isn't simply a sensible precaution and legal requirement – it's also a critical way to maximise uptime and protect your company's reputation.

## **Minimise downtime, maximise profits**

Keeping downtime to a minimum is important at any time of the year, but as the winter months are a key trading period for many businesses, it makes commercial sense to take steps now to mitigate the risks that bad weather can present. A van can only earn its keep when it's out there moving on the road...

## **Deliver in the harshest conditions**

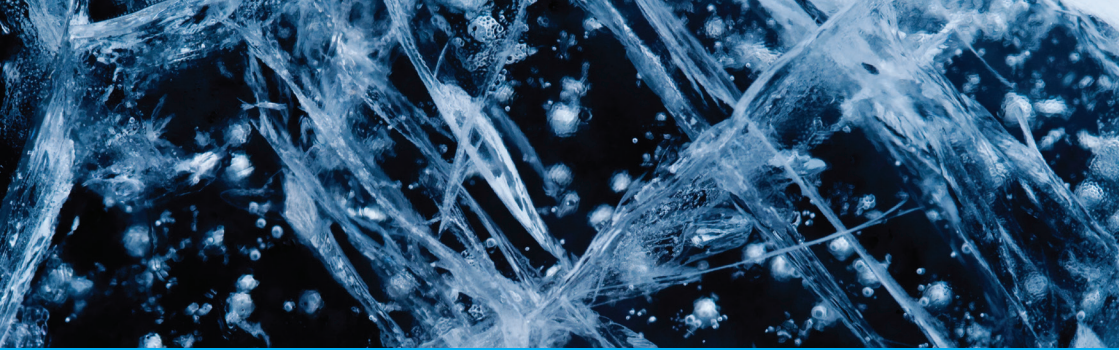
Customers expect a degree of disruption in the event of adverse weather and the occasional delay will in all likelihood be forgiven. But when delays and cancellations become the norm, it can do serious damage to your reputation – as can the behaviour of an unprepared driver. Making sure your vans and drivers are properly equipped to deliver in even the harshest driving conditions will make sure people are talking about you for all the right reasons.



## **Meet your responsibilities all year round**

Making sure your van is ready for winter is just one aspect of responsible fleet or van management – the DVLA have produced an in-depth guide to maintaining roadworthiness all year round.

You can download it at [www.gov.uk/government/publications/guide-to-maintaining-roadworthiness](https://www.gov.uk/government/publications/guide-to-maintaining-roadworthiness)



## Before you set off...

### **1 Make sure your van is ready for winter**

Your brakes, tyres, belts, alternator, anti-freeze, screen wash, oil and wiper blades should all be checked at the start of the season and then again regularly throughout winter. Mercedes-Benz offer a free Visual Health Check and it's advisable to take this up in autumn to make sure your van is in good shape for the winter months.

### **2 In the event of bad weather, plan your journey carefully**

If you have to go out in bad weather, try to stick to main roads wherever possible, avoid steep hills and exposed routes and bear in mind that bridges and flyovers ice over first, due to having freezing air above and below them. The authorities prioritise clearing the nation's arterial roads so allow extra time for your journey.

### **3 Keep the fuel tank half full throughout winter**

Diversions and delays are likely, so keep a more careful eye on your tank and try to use fuel station apps or sat nav fuel location services when planning your journey.

### **4 Make sure your windscreen, windows, mirrors and lights are completely clear and de-iced and your whole van is clear of any snow**

Leaving inches of snow on the roof that could fly off and obscure your vision and that of other drivers can result in a police fine, as can driving with obscured number plates.

### **5 Wipe your feet every time you get into your van**

A little thing that could prevent your feet slipping on the pedals.



## Stay safe while driving

### **6 Leave extra space between you and other drivers**

When the road is wet, your braking distance doubles, but when it's snowy or icy, it can take 10 times longer to stop. Leaving generous gaps won't just keep you safe – if the vehicle in front of you gets stuck, the extra space means you'll have the option of driving around them.

### **7 When driving through floods**

Go slowly and steadily, use a low gear, don't stop and don't forget to check your brakes on the other side. If you're driving through surface water and aquaplane, take your foot off the accelerator and the brakes, hold the steering wheel tight and don't try to steer – you won't have control.

### **8 When driving in fog**

Don't forget your fog lights and maintain a steady, constant speed – fog is often patchy and accelerating and sharply decelerating between patches can cause accidents. Don't forget to turn your fog lights off once visibility returns.

### **9 When driving in snow and ice**

Consider setting off in second gear to avoid wheel spin and avoid any sudden braking, steering or acceleration. Slow, steady and gentle is the order of the day. If you get stuck in deep snow, engage the diff lock if you have one (not forgetting to turn it off) or alternate between reversing and accelerating in the highest gear you can until you find traction – a low gear could dig you in even deeper.

### **10 Above all, be alert**

Other road users are likely to behave unpredictably.

# We'll keep you moving

**We offer round-the-clock support to keep our customers on the road during the winter months**

**FREE roadside assistance for all Mercedes-Benz Vans\***

In the event of a breakdown or accident, call MobiloVan and a Mercedes-Benz trained technician with an average attendance time of less than 60 minutes will arrive in a van fully stocked with Mercedes-Benz tools and Mercedes-Benz GenuineParts. **With an average roadside repair rate of 80%, you'll be back on the road ASAP.**

## 24-hour service and repair network

Our 110 Dealer locations across the UK give you access to highly qualified Mercedes-Benz technicians offering round-the-clock support. Over one third of our Dealers operate 24 hours a day, minimising downtime for both routine and unexpected maintenance.

## Outstanding parts availability

We go further to get you back on the road again faster, working around the clock to make sure 94% of GenuineParts will be with you within 24 hours – we hold £30m stock at any given time.

\*MobiloVan: Applies to vehicles purchased from an authorised Mercedes-Benz Dealer, originally destined for and first registered in the UK on or after 01.10.2012. To extend your coverage beyond the initial three years of warranty cover and up to a maximum of thirty years, have your vehicle serviced at one of our approved workshops and it will automatically be renewed until the next service is due. Terms and conditions apply.

## MobiloVan

**FREE 24/7  
roadside assistance**

**Mercedes-Benz**  
Vans. Born to run.

**In the event of breakdown  
or accident call anytime:**

**00800 3 777 77 77  
or +44 (0) 207 660 9991**



## Check your van's Winter Essentials Kit

Stay safe this winter. A little forward thinking now means you'll be comfortably and safely equipped to ride out whatever the weather throws at you. At the start of the season, van drivers should check they're carrying the following items, restocking as necessary:

- Ice scraper and de-icer
- Sunglasses – for low sun/snow glare
- Snow shovel
- Old carpet or hessian sack, to aid traction if stuck in the snow
- Jump leads
- First aid kit
- Torch and spare batteries
- Hat, snow boots and gloves
- Warm clothes and blankets
- Hi-vis vest and hazard sign
- Non-perishable food such as biscuits
- Bottled water



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Contact your nearest  
Mercedes-Benz Van Dealer  
for more information